



STATE OF CALIFORNIA
Arnold Schwarzenegger, Governor
HEALTH AND HUMAN
SERVICES AGENCY
S. Kimberly Belshé, Secretary
DEPARTMENT OF
SOCIAL SERVICES

PUB 179 (4/07)



		 1. 2.														
								 1. 2.								
																 1. 2.
			 1. 2.	 1. 2.										 1. 2.		
													 1. 2.			
















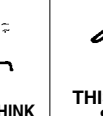








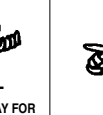



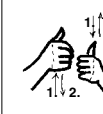






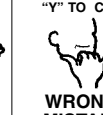
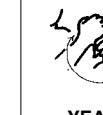

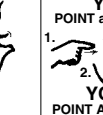


STATE OF CALIFORNIA
Arnold Schwarzenegger, Governor
HEALTH AND HUMAN
SERVICES AGENCY
S. Kimberly Belshé, Secretary
DEPARTMENT OF
SOCIAL SERVICES

PUB 179 (4/07)



		 1. 2.														
								 1. 2.								
																 1. 2.
			 1. 2.	 1. 2.										 1. 2.		
													 1. 2.			

 SICK	 SKILL	 SLOW	 SORRY	 START/BEGIN	 STOP	 STUCK	 SUBJECT	 SUPERVISE/ TAKE CARE OF
 SUPPORT	 TELEPHONE	 TELL	 THANK YOU	 THEY PLURAL = FLAT HAND SELF = "A" HAND	 POINT = THINK "R" = REASON	 THIS/THAT/ STAY POINT AT OBJECT	 TIME	 TOMORROW REVERSE SIGN YESTERDAY
 TRUE REALLY/REAL	 TRY	 UNDERSTAND	 VACATION	 WAIT	 WANT THROW IT AWAY FOR DON'T WANT	 WEEK	 WHAT	 WHERE
 WHEN	 WHICH/OR	 WHO	 WHY	 WITH REVERSE SIGN WITHOUT	 WONDERFUL	<div>MANUAL ALPHABET</div> <div>MANUAL NUMBERS</div>		
 JOB/WORK	 WRITE	 "Y" TO CHIN WRONG/ MISTAKE	 YEAR	 YES	 YOU POINT AT PERSON YOUR POINT AT PERSON WITH PALM OF HAND			

COMMUNICATION GUIDELINES





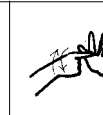

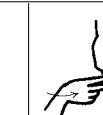

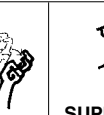


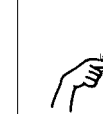
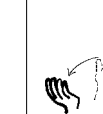


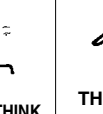
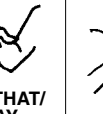






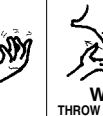
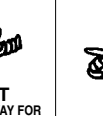



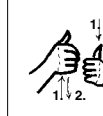






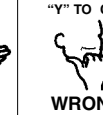
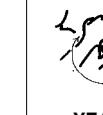

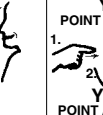
When communicating with a deaf or hard of hearing person:

- Get the deaf or hard of hearing person's attention first (tap gently on the shoulder or wave your hand).
- Establish eye contact with the deaf or hard of hearing person.
- Sign the manual alphabet to fingerspell names and other key words for which there are no signs listed in this brochure.
- Use natural facial expressions, gestures, and pantomime (e.g., negative words accompanied by shaking of the head).
- Speak directly to the deaf or hard of hearing person at a moderate pace while signing.
- Make sure your mouth can be seen.
- Rephrase the sentence if you are not understood.
- When all else fails, write it down or draw a picture.
- Most importantly, remember that patience is a language we can all understand.



California Department
of Social Services
Office of Deaf Access
DEAF ACCESS
PROGRAM
744 P Street, MS 11-91
Sacramento, CA 95814
(916) 653-8320 (Voice)
(916) 653-7651 (TTY)

www.dss.cahwnet.gov/cdssweb/OfficeofDe_189.htm

 SICK	 SKILL	 SLOW	 SORRY	 START/BEGIN	 STOP	 STUCK	 SUBJECT	 SUPERVISE/ TAKE CARE OF
 SUPPORT	 TELEPHONE	 TELL	 THANK YOU	 THEY PLURAL = FLAT HAND SELF = "A" HAND	 POINT = THINK "R" = REASON	 THIS/THAT/ STAY POINT AT OBJECT	 TIME	 TOMORROW REVERSE SIGN YESTERDAY
 TRUE REALLY/REAL	 TRY	 UNDERSTAND	 VACATION	 WAIT	 WANT THROW IT AWAY FOR DON'T WANT	 WEEK	 WHAT	 WHERE
 WHEN	 WHICH/OR	 WHO	 WHY	 WITH REVERSE SIGN WITHOUT	 WONDERFUL	<div>MANUAL ALPHABET</div> <div>MANUAL NUMBERS</div>		
 JOB/WORK	 WRITE	 "Y" TO CHIN WRONG/ MISTAKE	 YEAR	 YES	 YOU POINT AT PERSON YOUR POINT AT PERSON WITH PALM OF HAND			

COMMUNICATION GUIDELINES

When communicating with a deaf or hard of hearing person:

- Get the deaf or hard of hearing person's attention first (tap gently on the shoulder or wave your hand).
- Establish eye contact with the deaf or hard of hearing person.
- Sign the manual alphabet to fingerspell names and other key words for which there are no signs listed in this brochure.
- Use natural facial expressions, gestures, and pantomime (e.g., negative words accompanied by shaking of the head).
- Speak directly to the deaf or hard of hearing person at a moderate pace while signing.
- Make sure your mouth can be seen.
- Rephrase the sentence if you are not understood.
- When all else fails, write it down or draw a picture.
- Most importantly, remember that patience is a language we can all understand.



California Department
of Social Services
Office of Deaf Access
DEAF ACCESS
PROGRAM
744 P Street, MS 11-91
Sacramento, CA 95814
(916) 653-8320 (Voice)
(916) 653-7651 (TTY)

www.dss.cahwnet.gov/cdssweb/OfficeofDe_189.htm